

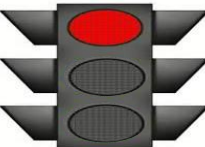
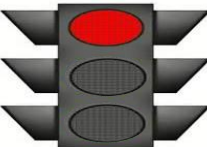
Structure Fire Turnout Time Defect Rate

Louisville Fire Department

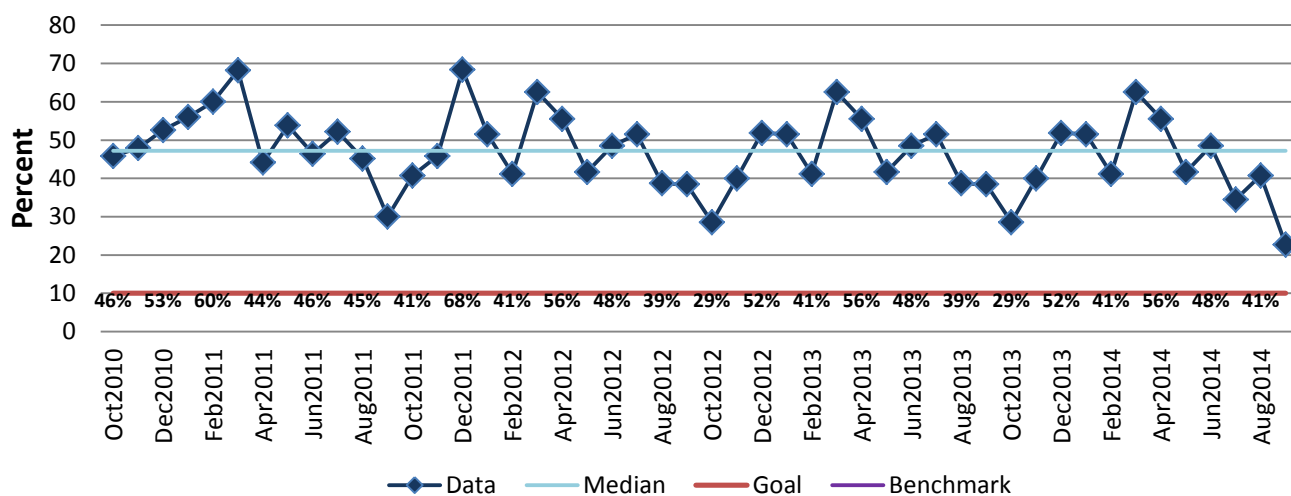


KPI Owner: Fire Department Chief of Staff

Process: Response Process

| Baseline, Goal, & Benchmark | | Source Summary | Continuous Improvement Summary | | | |
|--|------------------------------------|---|---|----------------|---|--|
| Baseline: FY 14 avg. = 45.8% | | Data Source: Firehouse Analytics Goal Source: NFPA 1710 Benchmark Source: NFPA 1710 | Plan-Do-Check-Act Step 3: Determine and quantify root causes | | | |
| Goal: No more than 10% of incidents have a late turnout time (>80 sec) by first responding unit. | | | Measurement Method: Count of times that the first responding unit took more than 80 seconds to turnout to an incident. | | | |
| Benchmark: 90% within 80 seconds | | | Why Measure: assure members are efficiently reacting to calls for service Next Improvement Step: 1. Assure proper measuring 2. Educate Suppression members on proper response techniques | | | |
| How Are We Doing? | | | | | | |
| Oct2013-Sep2014 12 Month Goal | Oct2013-Sep2014 12 Month Actual |  | Sep2014 Goal | Sep2014 Actual |  | |
| 10% | 43% | | 10% | 23% | | |
| Percent | Percent | | Percent | Percent | | |

Structure Fire Turnout Time Defect Rate



September 2014 Turnout Time Histogram

